



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
 600 Washington Street • Boston, MA 02111

MITT ROMNEY
Governor


TIMOTHY MURPHY
Secretary

KERRY HEALEY
Lieutenant Governor

JOHN A. WAGNER
Commissioner

Field Operations Memo 2005-55
December 16, 2005

To: Transitional Assistance Office Staff

From:  Cescia Derderian, Assistant Commissioner for Field Operations

Re: F.O.R. Families Program

Overview

Over the past several years, the Department of Public Health F.O.R. Families Program (Follow-Up Outreach Referral) has been available to EA families in certain areas of the state. The F.O.R. Families Program provides assessment and case management services to homeless families. The primary goal of F.O.R. Families is to help families transition from homelessness to stable permanent housing. Services are free and participation is voluntary.

Purpose of Memo

This memo advises AU Managers, HAP Providers and shelter staff that F.O.R. Families will now be available to homeless families from the following TAOs:

Boston	Hyannis	New Bedford	Springfield
Brockton	Lawrence	North Shore	Worcester
Davis Square	Lowell	Plymouth	
Holyoke	Malden	Revere	

What F.O.R. Families Provides

F.O.R. Families Home Visitors are experienced nurses and social workers with extensive public health, community health and child welfare experience.

The F.O.R. Families Home Visitor offers trained-experience in working with homeless families who are placed in shelters or families who are ineligible for EA benefits and are denied shelter placement. The F.O.R. Families Home Visitor will:

- Conduct comprehensive assessments of the family, identify barriers to stable housing, and provide referrals based on the family's assessment;
-

What F.O.R. Families Provides (continued)

- Coordinate services with an array of community-based programs and provide referrals to services including WIC, early intervention, primary health care, domestic violence services and substance abuse treatment;
 - Work closely with families to help prioritize their needs and offer support;
 - Collaborate with HAP Providers for housing assistance and other state agencies such as DSS, DTA and DMH to coordinate care;
 - Identify local volunteer groups and faith-based organizations to provide the families with transportation, activities for children, meal programs and other necessities; and
 - Provide information about school enrollment options, food, clothing, and transportation resources.
-

EA AUs Referred to F.O.R. Families

Some TAOs have Intensive Case Managers (ICMs) as well as Homeless Coordinators. In some cases, F.O.R. Families staff members are co-located in the TAO. TAO Directors or designees should determine the best staffing practice for collaborating with F.O.R. Families staff members when referrals are made.

The following EA AUs should be referred to F.O.R. Families, using the *F.O.R. Families Referral* form (Attachment A):

- EA AUs, whether EA applicants or EA recipients, that could benefit from assessment and intervention services from F.O.R. Families;
- A homeless family who is being denied EA benefits. This includes families whose income is above the EA Eligibility Standard, families who received EA within the past 12 months, families who are ineligible because of the reason they are homeless (eviction from public or subsidized housing), etc.
- A homeless family who most likely will be denied EA benefits should be referred to F.O.R. Families as soon as possible;
- An EA-Presumptive AU whose shelter benefits (including substance abuse placement) will be stopped within the initial 30-day period; and
- An EA AU that would benefit from transitional case management services during the move from shelter into permanent housing.

In all of these situations, F.O.R. Families will direct the family to other available services. Each family will receive a F.O.R. Families brochure. Attachment B is for families moving from shelter into housing. Attachment C is for families at-risk of becoming homeless. Both brochures describe the available services.

**Referrals to
F.O.R.
Families
and
Release of
Information**

A referral to F.O.R. Families may come from DTA, HAP or the shelter staff member. **Before a referral is sent to F.O.R. Families**, the AU Manager/Homeless Coordinator/ICM, the HAP Provider staff person or the shelter staff person **must obtain the applicant's or recipient's consent to release information to DPH on the *Release of Information* form** (Attachment D). Give the *Release of Information* form to the EA AU, ensure the applicant or recipient understands the statements, and the applicant or recipient and the other adult signs and dates the *Release of Information* form. The AU Manager/Homeless Coordinator/ICM, the HAP Provider staff person, or the Shelter staff person also must sign and date the *Release of Information* form.

Distribution of referral and release forms:

- **The *Release of Information* form along with the *F.O.R. Families Referral* form must be faxed to Eileen Carranza at 617 624-5927.**
- When the referral is initiated by DTA, the AU Manager, Homeless Coordinator or ICM must fax or forward a copy of each form to the HAP Provider and shelter.
- When the referral is initiated by the HAP Provider or the shelter, the HAP Provider or shelter must fax/forward a copy of each form to the AU Manager, Homeless Coordinator or ICM at DTA.
- A copy of each form must be retained in the HAP Provider's or shelter's record.
- A copy of each form is given to the applicant or recipient.

If a F.O.R. Families staff member is co-located in the TAO, a paper copy of the referral may be given to him or her.

Whenever a referral is made, the EA Self-Sufficiency Plan, Part I, Part II or Part III must be annotated that a referral was completed. All amended versions of the EA Self-Sufficiency Plan must be sent to the AU Manager or Homeless Coordinator for the EA record. The AU Manager, Homeless Coordinator or ICM will be responsible for notifying the shelter and/or HAP Provider that a referral was made to F.O.R. Families. It is important that DTA, HAP and the shelter are all aware of F.O.R Families intervention with the family.

**F.O.R. Families
Staff Listing**

A list of F.O.R. Families staff, phone numbers and the assigned DTA TAO are found in the *F.O.R. Families Staff*, Attachment E.

**F.O.R.
Families
Response to a
Referral**

Upon receipt of the referral:

- F.O.R. Families will send a fax to the referring party (DTA, HAP or shelter) within three business days identifying who is assigned to the case;
- F.O.R. Families will contact the family to arrange an initial visit within 10 business days;
- A summary about the assessment, referrals made and the follow-up plan will be written on the referral form; and
- F.O.R. Families will fax the summary to the referring party within three weeks of receipt of the referral.

When the summary from F.O.R. Families is received by:

- ♦ the AU Manager, Homeless Coordinator or ICM, a copy must be faxed to the HAP Provider and the shelter; or
- ♦ the HAP Provider or the shelter, a copy must be faxed to the AU Manager, Homeless Coordinator or ICM for the EA record. The AU Manager, Homeless Coordinator or ICM is responsible for faxing a copy to either HAP or the shelter, so DTA, HAP and the shelter will all have the summary.

While working with the family, if this is a presumptive eligible EA AU, F.O.R. Families will offer assistance to the family in obtaining the needed verifications.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.



F.O.R. Families Referral Form

Name of Office		Date	
Referring Worker		Telephone number	
Client/Head of household			
Social security number		DOB	
Telephone number		Alternate telephone number	
Address			
DTA benefits applied for and status:			
Does this client speak English? If not, what is primary language?			

Family Composition:

NAME	RELATIONSHIP	DOB

Reason for Referral:

Referral outcome (to be completed by FOR Families staff):

Please fax form to Eileen Carranza 617-624-5927

The Commonwealth of
Massachusetts

**Department of
Transitional
Assistance and
Department of Public
Health**

*F.O.R. Families knows that this
is a time of change for you and
your family.*



Someone will answer your
call and ask you a few brief
questions.

*We offer the support needed
during this transition to
independent living.*



Department of Transitional Assistance in
collaboration with the
Department of Public Health

F.O.R. Families

**Department of Public Health
250 Washington Street
Boston, MA 02108**

**F.O.R. FAMILIES
PROGRAM**

**Follow-up
Outreach
and
Referral**

*A Program for families who
are transitioning from
homelessness into permanent
housing.*



Tel: 1-800-311-2229

What is the F.O.R. Families Program?

A home visiting program of the Massachusetts Department of Transitional Assistance and the Massachusetts Department of Public Health.



We find programs and services that are available to you and your family.

Our primary goal is to help families transition from homelessness into permanent housing.

Who are the F.O.R. Families Staff?

The staff are nurses and social workers with extensive public health, community and child welfare experience.

What can F.O.R. Families do for my family and me?

- Conduct a family assessment and make referrals based on family needs.
- Identify challenges to keeping stable housing and work with you to address those challenges.
- Coordinate services with many community programs such as WIC; Early Intervention; primary health care; domestic violence services; substance abuse and mental health treatment.

How do I get F.O.R. Families to help my family and me?

Call
1-800-311-2229

F.O.R. FAMILIES PROGRAM

Department of Public Health
250 Washington Street
Boston, MA 02108

The Commonwealth of
Massachusetts

**Department of
Transitional
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in collaboration with the
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F.O.R. Families

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Boston, MA 02108**

**F.O.R. FAMILIES
PROGRAM**

**Follow-up
Outreach
and
Referral**

*A Program for families who are
at risk of becoming homeless.*



Tel: 1-800-311-2229

What is the F.O.R. Families Program?

A home visiting program of the Massachusetts Department of Transitional Assistance and the Massachusetts Department of Public Health .



We find programs and services that are available to you and your family.

Our goal is to help families through the process of applying for Emergency Assistance.

Who can help me at DTA?

Your DTA worker is ready to help you with the Emergency Assistance application process, including helping you get the necessary verifications.

Call

TAO: _____

Worker: _____

Telephone: _____

What can F.O.R. Families do for my family and me?

Provide additional assistance when applying for Emergency Assistance.

How do I get F.O.R. Families to help my family and me?

Call
1-800-311-2229

F.O.R. FAMILIES PROGRAM

**Department of Public Health
250 Washington Street
Boston, MA 02108**



Massachusetts Department of Transitional Assistance

**Release of Information
Between DTA and DPH F.O.R. Families**

I grant permission to the Department of Transitional Assistance to receive and exchange information about myself and my family for the purpose of assessing my family while in receipt of Emergency Assistance with the Department of Public Health - F.O.R. Families Program.

I grant permission to the Department of Public Health - F.O.R. Families Program to receive and exchange information with the Department of Transitional Assistance about myself and my family for the purpose of assessing my family while in receipt of Emergency Assistance.

The effective period of this authorization shall be limited to six (6) months from the date appearing below.

Other agencies with which DTA may share information:

Recipient Signature _____

Date _____

Other Adult Signature _____

Date _____

DTA Staff Person _____

Date _____

HAP Provider Staff Person _____

Date _____

Shelter Staff Person _____

Date _____

F.O.R. Families Staff

Attachment E

Name	Position	DPH Base	DTA	Phone
Karin Downs	Program Manager	Boston 250		Cell: (617) 519-6622 Office: (617) 624-5967 Fax: (617) 624-5927
Melissa Marlowe	Program Director	Boston 250		Cell: (617) 519-3014 Office: (617) 624-5913 Fax: (617) 624-5927
Susan Crowley	Regional Clinical Coordinator	Boston 250	Southeast Boston West	Cell: (617) 894-4149 Office: (617) 624-5969 Fax: (617) 624-5927
Erin Hurley	Regional Clinical Coordinator	NE	Northeast Central	Cell: (978) 807-0610 Office: (978) 851-7261 X 4061 Fax: (978) 851-3346
Eileen Carranza	Administrative Assistant	Boston 250		Office: (617) 624-5971 Fax: (617) 624-5927 MCH line: (800) 311-2229
Maria Silva-Jimenez	Home Visitor	NE	North Shore	Cell: (978) 844-0503 Office: (978) 851-7261 X 4059 Fax: (978) 851-3346
Vita Chiarenza	Home Visitor	NE	North Shore	Cell: (978) 844-0502 Office: (978) 851-7261 X 4060 Fax: (978) 851-3346
Yocasta Vasquez	Home Visitor	NE	Lawrence Lowell	Cell: (978) 273-4382 Office: (978) 851-7261 X 4057 Fax: (978) 851-3346
Cristina Nunez	Home Visitor	NE	Lawrence Lowell	Cell: (978) 844-0468 Office: (978) 851-7261 X4053 Fax: (978) 851-3346
Denise Guilbeault	Home Visitor	NE	Lowell Lawrence	Cell: (978) 502-4793 Office: (978) 851-7261 X4022 Fax: (978) 851-3346
Jocelyn Cabrera	Home Visitor	NE	Revere Malden	Cell: (978) 33708764 Office: (978) 851-7261 X 4025 Fax: (978) 851-3346
Jennifer Picci	Home Visitor	NE	Revere Malden	Office: (978) 851-7261 X4044 Cell: (978) 337-7091 Fax: (978) 851-3346
Jean Deardon	Social Work Intern Home Visitor	NE Monday and Thursday	Revere Malden	Cell : (978) 400-6143 Office: (978) 851-7261 X4058 Fax: (978) 851-3346

F.O.R. Families Staff

Name	Position	DPH Base	DTA	Phone
Mayra Morales	Home Visitor	BRO (Boston Regional Office)	Brockton	Cell: (617) 571-1391 Office: (617) 541-2877 Fax: (617) 541-2861
Jonathan McCurdy	Home Visitor	BRO	BFH	Cell: (617) 413-7256 Office: (617) 541-2871 Fax: (617) 541-2861
Christine Dixon	Home Visitor	BRO	BFH	Office: (617) 541-2876 Cell: (617) 447-5763 Fax: (617) 541-2861
Leslie Rosenblatt	Home Visitor	BRO	Davis Square	Cell: (617) 519-1269 Office: (617) 541-4074 Fax: (617) 541-2861
Lila Coverstone	Home Visitor	Central	Worcester	Cell: (508) 340-8468 Office: (508) 792-7880 X2326 Fax: (508) 792-7706
Amy Joaquin	Home Visitor	Central	Worcester	Cell: (508) 404-8917 Office: (508) 792-7880 Fax: (508) 792-7706
Evelyn Montanez	Home Visitor	West	Springfield	Office: (413) 586-7525 X1189 Cell: (413) 478-0313 Fax: (413) 784-1037
Neil Broome	Home Visitor	West	Holyoke	Office: (413) 586-7525 X1160 Cell: (413) 478-0313 Fax: (413) 784-1037
Janet Leigh	Home Visitor	SE	Hyannis Plymouth	Cell: (508) 965-1997 Office: (781) 774-6738 Fax: (781) 774-6618
Lorraine Art	Home Visitor	SE	New Bedford	Cell: (508) 965-5928 Office: (781) 774-6743 Fax: (781) 774-6618